



Public Service Commission

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22011 / 21-C-0600

Public Comment Sought on Potential New Area Code in 845 Region

Columbia, Delaware, Dutchess, Greene, Orange, Putnam, Rockland, Sullivan, and Ulster Counties to Exhaust Supply of Telephone Numbers by Third Quarter of 2024

ALBANY — The New York State Public Service Commission (Commission) is considering a petition filed on November 30, 2021, by the North American Numbering Plan Administrator (NANPA) to relieve a forecasted shortage of telephone numbers by adding a new telephone area code within those parts of Columbia, Delaware, Dutchess, Greene, Orange, Putnam, Rockland, Sullivan and Ulster counties, which are currently covered by the 845-area code. Comments are due March 27, 2022.

In accordance with standard telephone industry guidelines, NANPA bases its petition on a projection that forecasts the current 845 area code will exhaust available numbers in the third quarter of 2024. Per the petition, all existing wireline and wireless telephone customers in the overlay area would retain their current 845 area code and telephone numbers. The new area code would cover requests for new phone numbers.

The petition seeks approval of the proposed new area code in time to be implemented six months prior to the projected third quarter of 2024 exhaust date. The implementation of a new overlay area code normally requires concurrent implementation of mandatory 10-digit dialing (the three-digit area code and seven-digit telephone number are required to complete a call) for all calls, whether local or long-distance.

However, by the time the proposed 845 overlay area code becomes effective, customers in the 845-area code will already have transitioned to mandatory 10-digit dialing due to the national implementation of the “988” three-digit hotline to reach the National Suicide Prevention Lifeline which is occurring now. Therefore, certain customer education and industry technical milestones will not be needed in this case and the timeline to implement the proposed area code will be shorter than in past overlay code cases.

Subsequent to submitting its petition, as a result of the most recent exhaust analysis, NANPA revised the forecasted exhaust projection for the 845-area code to the third quarter of 2023 due to an increase in the demand for numbers.

Ways to Comment: There are several other ways to provide your comments. Comments should refer to 21-C-0600.

Internet or Mail: Go to www.dps.ny.gov, then click on “Search” and enter 21-C-0600 in the “Search by Case Number” field, and then click on “Post Comments” at the top right of the page or send comments by email to the Secretary to the Commission at secretary@dps.ny.gov.

Alternatively, comments may be mailed to the Hon. Michelle L. Phillips, Secretary, New York State Public Service Commission, Three Empire State Plaza, Albany, New York 12223-1350. All written comments will become part of the record considered by the Commission and may be accessed on the Department of Public Service website by searching the case number, as described above, and clicking on the “Public Comments” tab.

Toll-Free Opinion Line: You may call the Opinion Line at 1-800-335-2120. This number is set up to take comments about pending cases from in-State callers, 24-hours a day. These comments are not transcribed verbatim, but a summary is provided to the Commission. All submitted comments should refer to Case 21-C-0600. Although comments will be accepted throughout the pendency of this case, to ensure timely consideration by the parties, public comments are requested by March 27, 2022. The Commission is also considering holding virtual public statement hearings. If hearings are to be held, the dates and times will be announced.

The full text of the petition and the full record of the proceeding may be reviewed online at the Department of Public Service web page: www.dps.ny.gov. The Commission may adopt, reject, or modify, in whole or in part, the action proposed and may resolve related matters.